



## **SAFEGUARDING CHILDREN POLICY & PROCEDURES**

This Policy has been adopted by Mosaic–Supporting Bereaved Children (Mosaic) through the Board of Trustees who remain responsible for its review.

Reviewing Trustee: Rollo Clifford

Agreed by Board of Trustees on: 27th February 2025

Agreed Review Frequency: Annual

Next Review by: February 2026

Signed: *Jane Hinnrichs*

Name: Jane Hinnrichs

CHAIR OF TRUSTEES

Signed: *Jo Revill*

Name: Jo Revill

CEO

# **SAFEGUARDING CHILDREN: POLICY & PROCEDURE**

## **Safeguarding Statement and Mosaic's Commitment**

### **"The Welfare of the Child is Paramount"**

At Mosaic we believe that the safety and welfare of children & young people is of the utmost importance. It is the duty of all staff & volunteers to be actively involved in the safeguarding of children and to be alert to the possibility and signs of abuse.

Mosaic will seek to ensure that this Safeguarding Policy and Procedure adheres to the Equality, Diversity and Inclusion policy whereby there is a commitment to equality of opportunity for all and no individual will be discriminated against in recruitment, training or the planning and delivery of any of our activities.

### **Safeguarding children is everyone's responsibility.**

Mosaic recognises its moral and statutory responsibility to safeguard and promote the welfare of all children and young people. All Staff, Counsellors, Trustees and Volunteers will provide a caring, positive and safe environment for every child and young person. We will ensure that all adults who have contact with children through Mosaic have been properly vetted and deemed suitable to work and support children. We will also ensure that all adults who have contact with children have been trained to undertake their safeguarding responsibilities effectively.

This policy has been adopted by the Board of Trustees of Mosaic in line with:

- Local Safeguarding Children's Boards (LSCBs) of Dorset and BCP
- The Children Acts 1989 and 2004
- Working Together to Safeguard Children (2023)
- Keeping Children Safe in Education (September 2023)
- Guidance for safer working practice for adults who work with children and young people (2015)
- What to do if you are worried a child will be abused (Advice for Practitioners 2015)
- Mosaic's own Safer Recruitment and Equalities Procedures

## **Definition of Safeguarding**

The safeguarding of children is the protection of those (under 18) who have suffered from, or may be at risk of:

- Physical injury
- Neglect
- Emotional
- Sexual abuse and exploitation.

A full list of definitions is attached as **appendix 1**.

## **Recognition of a Safeguarding Concern**

The first indication of concern about a child's welfare is not necessarily the presence of an injury.

Concerns may be aroused by:

- Bruises, bite marks, burns/scalds, scars or fractures on a child's body.
- Remarks made by the child, another child, a parent or another adult.
- Observations of the child/young person's behaviour or reactions.
- Unexplained changes in behaviour or personality.
- Evidence of disturbance or explicit detail in a child's play, drawing, writing or conversation.
- Evidence of anxiety, self-harm [including eating disorders] or declining mental health
- Neglect - where lack of due care for a child/young person is creating significant risk to their health & well-being.
- Observations when in the family home (at initial assessment) – e.g. Evidence of excessive alcohol consumption or concerns regarding possible domestic violence.
- Awareness of access to inappropriate internet content.
- Any concerns about bullying where there is a “reasonable cause to suspect that a child is suffering, or is likely to suffer, significant harm” (Children Act 1989). This includes cyber, racist, homophobic and gender related bullying.

### **Specific examples of abusive practices known to be more prevalent or recently more recognised.**

#### **1. *Online Safety and Social Networking***

All Mosaic Staff, Volunteers and Counsellors must be aware of their responsibility to protect children and young people when using the internet and social media: This includes:

- Understanding the safety aspects – including what is acceptable and unacceptable behaviour for staff and children when using websites, social media, apps and other forms of digital communication.
- Any posts or correspondence will be consistent with Mosaic's aims and values.
- Parents will need to give permission for photographs or videos of their child to be posted on social media.
- All our accounts and email addresses will be appropriate and fit for purpose.
- Mosaic will regularly review existing safeguarding policies and procedures to ensure that online safeguarding issues are in line with our organisational and LSCB procedures.

- For further information please refer to the On-line Safety Policy Statement (currently under development December 2023)

## **2. Children with SEND and additional needs**

- Children with special educational needs and disabilities (SEND) face additional safeguarding challenges due to :
- Communication barriers
- Increased vulnerability to abuse and exploitation
- Difficulty in understanding and reporting abuse
- Mosaic is committed to ensuring that safeguarding procedures are adapted to meet the specific needs of SEND children. Staff must take extra care to identify and respond to safeguarding concerns involving SEND children.

## **3. Peer on Peer Abuse**

Peer on Peer Abuse is the consistent and deliberate actions of one or more members of a peer group which are designed to hurt the person to whom they are directed. Children can be vulnerable to abuse by their peers; this must be taken as seriously as abuse by adults and be subject to the same child protection procedures. Peer on peer abuse includes sexual harassment of and may occur in schools, colleges and at any Mosaic session or event. All staff, therapists and volunteers must act on their concerns as they would for any other type of abuse. In all cases the DSL must be informed of any concerns relating to peer on peer abuse. Staff, Therapists and Volunteers will be supported in assessing risk and, when appropriate, informing the LADO.

## **4. Missing Children and Sexual Exploitation**

Any concerns that a child/young person is being, or is at risk of, being sexually exploited should be reported immediately to the Designated Safeguarding Lead (DSL). Mosaic staff and volunteers should be aware that a child is often not able to recognise the coercive nature of the abuse and may not see themselves as a victim.

Staff, Counsellors and Volunteers must act on their concerns as they would for any other type of abuse. In all cases the DSL must be informed, and Staff, Counsellors and Volunteers will be supported in terms of recognising and assessing risk and where appropriate informing the Local Authority Designated Officer LADO. This will also apply to children and young people where there are concerns that they may go missing or are at risk of travelling to conflict zones, suffering female genital mutilation or being subjected to forced marriage.

## **5. Child Exploitation (CE, CSE, CCE)**

Child exploitation (CE) is both sexual (CSE) and criminal (CCE). CE is also known as County Lines. CE, CSE and CCE are interlinked.

There is no clear definition of CE, however, generally CE issues would describe:

- Extreme violence including severing of limbs, stabbings, beatings, rape, coercive and controlling behaviour, armed robberies, anti-social behaviour
- Grooming of girls and boys for sexual activities including paying off debts, filming of the sexual activity to be used against them in the future, gang rape, images posted online as a form of revenge or punishment or blackmail.

*It is recommended that all Mosaic therapists will have undertaken, at the very least, training in "Basic Awareness of CE/CSE" e.g. NSPCC.*

Any concerns regarding a young person will be raised firstly with the DSL at the site where the sessions are taking place, followed by informing the DSL at Mosaic who will advise on the best course of action i.e. making onward referral and contact. For children living within the jurisdiction of the BCP Council, this will be the Children's First Response Multi-Agency Safeguarding Hub (MASH); for those under Dorset Council this will be the Dorset Family Support Advice Line.

Signs to look out for:

- New clothes/phones
- Unexplained wealth/hotel keys etc.
- Changed behaviours – acting out of character /aggressive
- Hanging out with a new crowd of peers possibly older
- Changed language/vocabulary
- Withdrawn and secretive – stays in room all day
- Stays out late or perhaps missing – being found in areas miles away from home
- Preoccupied
- Falling behind at school or truanting
- Finding drug paraphernalia or weapons
- Unexplained injuries
- Drug/alcohol use – signs of white powder around nose
- Sees the family and Police as the enemies
- Change in listening to music ie Drill music
- Becomes hypervigilant
- Distinct smell about them "bando" smell (bando = abandoned house usually squalid and dangerous to be in)

## Designated Person for Safeguarding Children

The Chief Executive Officer has the designated responsibility for Safeguarding Children, as appointed by the Trustees. In their absence, the Senior Therapist acts as the Deputy Designated Named Person and assumes the lead responsibility for safeguarding children.

Anyone who has a safeguarding concern about a child should contact them on 01258 837071 as soon as possible.

Our designated Safeguarding Lead is our CEO Jo Revill – she can be contacted on:

[jor@mosaicfamilysupport.org](mailto:jor@mosaicfamilysupport.org)

### The Designated Person will:

- support the practitioner who has the concerns, to refer directly to the Local Authority referral hub covering the address of the child.
- be responsible for co-ordinating action within Mosaic on child protection issues.
- ensure that all staff & volunteers are familiar with this Policy and Procedures;
- raise awareness about child protection and arrange initial and refresher training as appropriate.

## Safer Recruitment

Mosaic is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and fully implements the Dorset and BCP Inter- Agency Safeguarding Procedures and the DSCB Safeguarding Children and Safer Recruitment procedures in relation to all recruitment of staff, counsellors, volunteers and trustees. [Safer Recruitment and Employment](#)

- Applicants will be informed that an enhanced Disclosure and Barring Service (DBS) check will be carried out by Mosaic for the successful candidate.
- Staff can undergo training and induction whilst waiting for the checks to clear but cannot undertake any face-to-face work with children and young people until satisfactory checks have been received. **This training will include mandatory child safeguarding awareness.**
- Mosaic implements an induction process for all staff and volunteers which will include information about Mosaic's Safeguarding and child protection policies and procedures. Mosaic will promote safe practice, responsibilities and standards of conduct expected in the role and will monitor suitability of staff in accordance with these standards.
- Mosaic will ensure that a yearly safeguarding and safer recruitment self-audit is carried out in line with DSCB procedures.

## The Role of Individual Staff and Volunteers

- All staff & volunteers working for Mosaic need to be alert to the possibility that a child may be the victim of abuse. Concerns about a child or young person must be discussed with the Designated Person immediately so that, if necessary, a referral can be made without delay. In urgent situations, in the absence of either designated person the worker raising the concern should make the referral direct to the Local Authority.

- Individual staff or volunteers should not investigate concerns. This is the role of the statutory agencies. However, if a child does say something, it is vital to listen carefully, and record the actual wording as stated by the child / young person, so that it can be reported accurately.
- In this situation consult with the senior staff members or the DSL beforehand. If this is not practicable then the DSL should be informed as soon as possible after the event.
- All Mosaic Staff, Trustees, Counsellors and Volunteers working directly with children will have received safeguarding and child protection training as required. All Counsellors working therapeutically with children and young people will have completed Level 3 Safeguarding and regular updates in line with DSCB policy.

## **Confidentiality and Information Sharing**

- All Mosaic Staff, Trustees, Counsellors and Volunteers will understand that child protection issues warrant a high level of confidentiality. Safeguarding issues should only be discussed with the DSL, or designated Safeguarding Trustee. That person will then decide who else needs to have the information and they will then disseminate it on a 'need to know' basis. Our children & young people have the right to expect that all staff and volunteers will deal sensitively and sympathetically with their situation. It is important that information remains confidential and that only those who need to know should be consulted in accordance with child protection criteria.
- Mosaic adheres to the principles of the General Data Protection Regulation (GDPR), Data Protection Act 2018 and human rights law to provide a framework to ensure that personal information of young people and their families is secured safely and shared appropriately.
- Information sharing is essential for effective safeguarding and promoting the welfare of children and young people. It is a key factor identified in many serious case reviews (SCRs), where poor information sharing has resulted in missed opportunities to take action that keeps children and young people safe. Advice on information sharing is regularly updated and will be followed by Mosaic (currently DoE May 2024). [DfE non statutory information sharing advice for practitioners providing safeguarding services for children, young people, parents and carers](#)

**Information sharing is guided by the following principles:**

- Necessary and proportionate
- Relevant
- Adequate
- Accurate
- Timely
- Secure

## Useful links

BCP Council - Children's First Response Multi-Agency Safeguarding Hub (MASH): [Children's First Response Hub for child abuse or neglect concerns | BCP](#)

Dorset Council: Family Support Advice Line: [Reporting Concerns and Continuum of Need](#)

[Criminal Exploitation and County Lines - BCP Safeguarding Children Partnership and the Dorset Safeguarding Children Partnership](#)

[Child Sexual Exploitation & How to Keep Your Child Safe | NSPCC](#)

[Criminal exploitation and gangs | NSPCC](#)



## WHAT TO DO

Concern may arise from observations of the child or their surroundings (e.g. injury, behaviour, appearance and nature of play or work produced or evidence of potentially unsafe surroundings) or as a result of something said by the child, another child or an adult.

### Do Not Delay

Tell the **Designated Person** as soon as you can.

See emergency contact numbers on page 12.

Our designated Safeguarding Lead is our CEO Jo Revill – she can be contacted on:

[jor@mosaicfamilysupport.org](mailto:jor@mosaicfamilysupport.org)

01258 837 071

Early referral gives more time to help the child and family before the situation becomes severe or serious and allows preventative action to be instigated for the protection of the child.

The Designated Person may consult the Local Authority and/or the Police. A flow chart of what to do and who to contact is explained further in a Referral Flow Chart.

### Make Written Note

As soon as you can, write down your concerns and record the facts accurately on the Child Protection Incident Form, available from the Mosaic office. Be careful to distinguish between facts and any opinion you may have formed. If you are a professional reporting in the BCP area, you will also need to complete an inter-agency referral form. This can be found on the Dorset MASH website (see link above). These notes must be sent (via encrypted email) or given to the Designated Person immediately, they will help to ensure accuracy in recalling events.

### Concern About What a Child or Someone Else Says

- **Listen** - do not ask questions or interrogate.
- **Remain calm** - If you are shocked, upset or angry the child will sense this and this may prevent them from talking further.
- **Reassure** - The child has done nothing wrong - tell them it is all right to talk.
- **Do not promise to keep it secret** - Tell the child that what they have said cannot be kept secret because you need to make sure they will be safe, but that you will tell someone who can help to do that.

### Remember

If in doubt, consult with senior staff members or Designated Person. Do not ignore concerns, even if these are vague. **Your first responsibility is to the child.**

## **Contact with the Family**

You should talk to the **Designated Person**, who may consult statutory agencies, who will decide on the appropriateness of speaking to the child's family. Where the worker is school based, the Head Teacher must also be consulted.

Remember workers should not investigate concerns themselves and this includes exploratory discussions with the family.

In cases of possible neglect or emotional abuse, the concern is likely to have built up over a period of time. There may have been previous discussion with the family about sources of help (e.g. Social Care, NSPCC), but if concerns persist, there must be an immediate referral to the Local Authority.

Where there are suspicions of sexual abuse, the Designated Person will seek immediate advice from the Local Authority before discussing the matter with the family.

## **Concern About a Member of Staff or Volunteer**

Allegations or concerns about a member of staff or volunteer who may be abusing a child in any way or acting inappropriately must be urgently referred to a statutory agency by a senior member of Mosaic staff within one working day. The procedures set out by the Dorset Children's Safeguarding Board in the management of allegations and risk assessments will be adhered to throughout with due regard to the rights of all parties involved in any allegation whether proven or unsubstantiated.

The nature of the service provided by Mosaic, necessitates that the majority of work is carried out by Sessional Therapists on a 1:1 basis. Following an allegation being made, to safeguard the interests of both the children and the accused worker and to minimise potential risk, that worker will cease to work directly with children, whilst an investigation is being conducted, whether the allegation eventually turns out to be proven or unfounded.

If such an allegation is made, or information is received which suggests that a person may be unsuitable to work with children, the DSL or Deputy DSL will be immediately informed. Before taking any action, the DSL will discuss the content of the allegation with the Local Authority Designated Officer (LADO) at the earliest opportunity by telephone to the Dorset or BCP advice and response hub as appropriate to geographical area. Where the allegation is made against the DSL or Deputy DSL the person receiving the allegation will immediately inform the most senior available trustee (normally the Chair or Deputy Chair) who will then be responsible for making the referral.

All allegations will be managed in line with the local authority's procedures for managing allegations against staff. Please refer to:

[Allegations Against Staff - BCP Safeguarding Children Partnership and the Dorset Safeguarding Children Partnership](#)

## Whistleblowing

All staff, Counsellors and Volunteers should be aware of their duty to raise concerns, where they exist, about the management of child protection, or an issue which may include the attitude or actions of colleagues. Any such concerns should be reported to the DSL or Deputy DSL however if this is deemed inappropriate then the chair of trustees should be informed as well as the LADO. Also see the Mosaic Whistleblowing Policy

## Supervision

Mosaic provides monthly clinical supervision for all Counsellors working therapeutically with Children and Young people in accordance with BACP or other similar professional bodies. This is to ensure that we are working safely and in the best interests of all Children & Young people.

All staff and volunteers will be provided with an opportunity to talk through any safeguarding concerns with the DSL and where necessary will be provided with further support.

## Requests for Assistance from Other Statutory Agencies

Mosaic should assist local authority Social Care or the Police when they are making enquiries about the welfare of children. Information about a child must be shared only with the appropriate persons involved – see section on information sharing above.

Requests should be in the form of an email or letter and not accepted via the telephone. Always advise the Designated Person of this contact. Before replying to any request, it is **essential** to check the email or postal address with the relevant agency by telephone or via their website.

Mosaic will ensure effective inter-agency working around safeguarding including:

- Compliance with Child Safeguarding Practice Review processes (previously Serious Case Review)
- Compliance with child death review processes

## General Issues

- All staff, trustees, counsellors & volunteers must adhere to the Mosaic Safeguarding Children Code of Conduct. Line managers will ensure that staff & volunteers have read & signed their agreement to the code as part of their initial induction.
- Parental Consent needs to be sought for all individual children & young people taking part in any on or off site activities/events, using Registration & Parental Consent Form.
- As part of overall good practice risk assessments should also be carried out for all activities, both on & off site, with staff taking full responsibility for using measures to reduce risk for activities within Mosaic (**see Mosaic Off Site & Risk Assessment Guidelines – separate to this document**).

## EMERGENCY CONTACT DETAILS

### Reporting Concerns:

- If you are concerned about a child's welfare or worried they are being abused, you can make a referral to Children's Social Care in Dorset by contacting:

**Bournemouth, Christchurch & Poole – Children's First Response Hub: 01202 123334**

Monday to Thursday 8.30 am to 5.15 pm, Friday 8.30 am to 4.45 pm  
childrensfirstresponse@bcpcouncil.gov.uk

Emergency out of hours: **01202 738256**

**Dorset - Children's Advice and Duty Service: 01305 228558**

Monday to Friday 8.00 am to 10.00 pm, Saturday, Sunday and Bank Holidays 9.00 am to 10.00 pm  
familysupportandadvice@dorsetcouncil.gov.uk

Emergency out of hours: **01305 221000**

### *In the case of a crime:*

In all cases report to the Police:

**Police Non Emergency 101**

**Police Emergency 999**

(a crime is underway or  
there is immediate risk  
of harm)

- If you have concerns regarding an adult who works with a child then this should be reported to the Local Authority Designated Office (LADO) within one working day. These roles are undertaken by the two Councils and you can contact them on:

**Bournemouth, Christchurch & Poole:** 01202 456744 or LADO@bcpcouncil.gov.uk

See also: [Bournemouth, Christchurch & Poole - BCP Safeguarding Children Partnership and the Dorset Safeguarding Children Partnership](#)

**Dorset:** 01305 221122 OR LADO@dorsetcc.gov.uk

See also: [Quality Assurance and Partnerships - Safeguarding Advisors Information Page | Dorset Nexus](#)

## **Appendix 1**

### **Definitions of Child Abuse taken from**

#### **Working Together to Safeguard Children 2015**

Child abuse and neglect is a generic term encompassing all ill treatment of children including serious physical and sexual assaults as well as cases where the standard of care does not adequately support the child's health or development.

Children may be abused or neglected through the infliction of harm, through the failure to act to prevent harm or by the withdrawal of emotional and /or physical nurture of the child.

Abuse can occur in a family or an institutional or community setting, or in a non-contact situation, e.g. via the internet. The perpetrator may or may not be known to the child.

***Working Together to Safeguard Children 2015*** sets out definitions and examples of the four broad categories of abuse which are used for the purposes of registration:

- Neglect
- Physical abuse
- Sexual abuse and
- Emotional abuse

These categories overlap and an abused child may frequently suffer more than one type of abuse. There are also certain cultural practices e.g. Female genital mutilation (FGM) and arranged marriages of underage young people which are now considered to be physical and emotional abuse under UK law. Since Oct 2015 it is a mandatory requirement to report any suspicion of previous or planned FGM of a child.

### **Physical Abuse**

Physical abuse may take many forms e.g. hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating a child.

It may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child. This unusual and potentially dangerous form of abuse is now described as fabricated or induced illness in a child.

### **Emotional Abuse**

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them

or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another (including domestic violence). It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the sexual exploitation or corruption of children. Some level of emotional abuse is involved in all types of ill treatment of children; however, it may sometimes be the only form of abuse identified.

## **Sexual Abuse**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening and includes both penetrative (i.e. vaginal or anal rape or buggery) and non-penetrative acts.

It may also include non-contact activities such as:

- Involving children in looking at, or being involved in, the production of pornographic materials
- Watching sexual activities or encouraging children to behave in sexually inappropriate ways
- Grooming, including via internet.

See also Bullying, Child Sexual Exploitation. & Peer-on-Peer abuse in main policy.

## **Neglect**

Neglect involves the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health and development. This may involve failure to provide adequate food, shelter or clothing, failure to protect from physical harm or danger or failure to ensure access to appropriate medical care or treatment. It may also include neglect of a child's basic emotional needs.